

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
January 1, 2019	December 31, 2020	May 1, 2021	August 31, 2021
PO Number			PO Date
17RFP215152B-TR			
Department	Human Resources Management		
Bid Number	17RFP215152B-TR		
Service Commodity	Family and Medical Leave Act (FMLA) Administrative Services		
Contractor	York Risk Services Group, Inc.		

- 0 = Unsatisfactory** *Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.*
- 1 = Poor** *Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.*
- 2 = Satisfactory** *Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.*
- 3 = Good** *Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.*
- 4 = Excellent** *Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.*

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

- ☐ 0
- ☐ 1
- ☒ 2
- ☐ 3
- ☐ 4

Comments:

Vendor provides efficient and effective FMLA claims services. Vendor representatives responds to inquiries in a timely manner.

2. Timeliness of Performance (-Were Milestones Met Per Contract- Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

Comments:

Vendor complies with all federal deadlines and claims consistently have been handled in a timely manner.

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

- ☐ 0
- ☐ 1

Comments:

porsive to inquiries and generally makes representatives available whenever an issue arises.

☒ 3

☐ 4

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

**Comments:**

There have been a few issues raised by user departments but employees generally have been satisfied with the quality of service provided.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

**Comments:**

Key personnel demonstrate knowledge in the subject matter and are available as needed to address issues and concerns.

Overall Performance Rating :

2.8

Would you select/recommend this vendor again?  
(Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

Kenneth L. Hermon, Jr.

Department Head Name

Department Head Signature

Date

Kenneth L. Hermon, Jr.

November 18, 2019